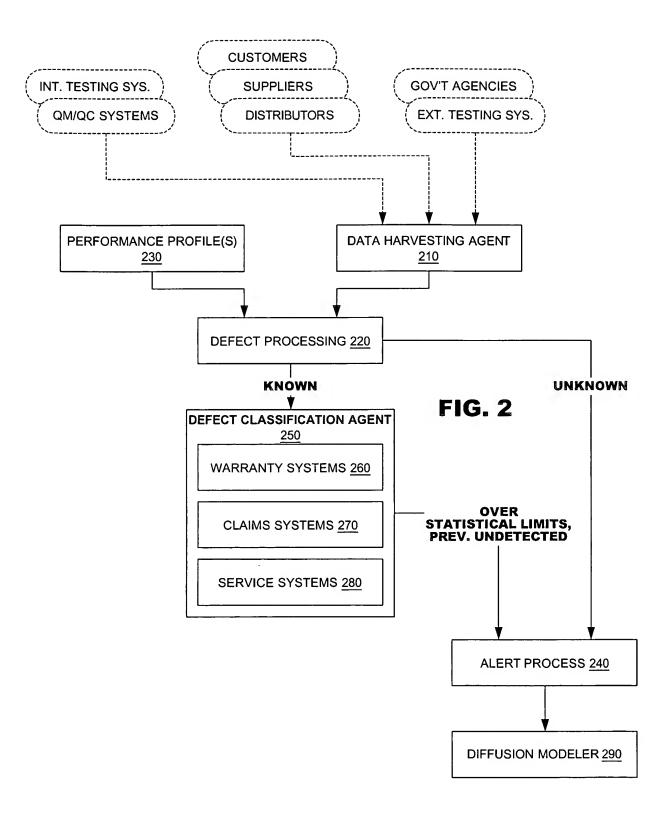
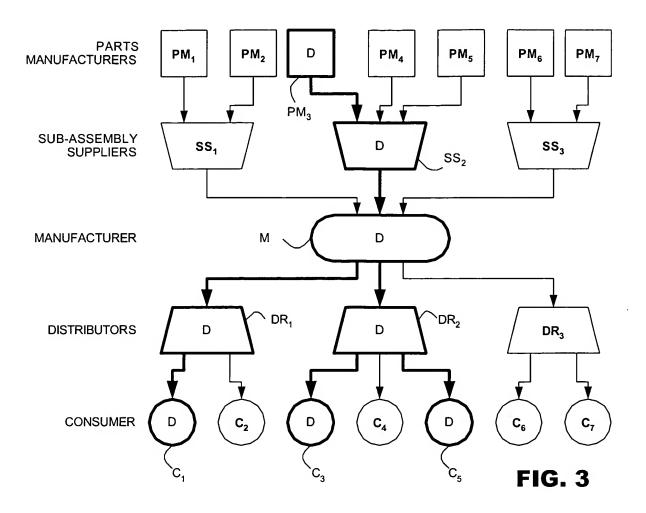
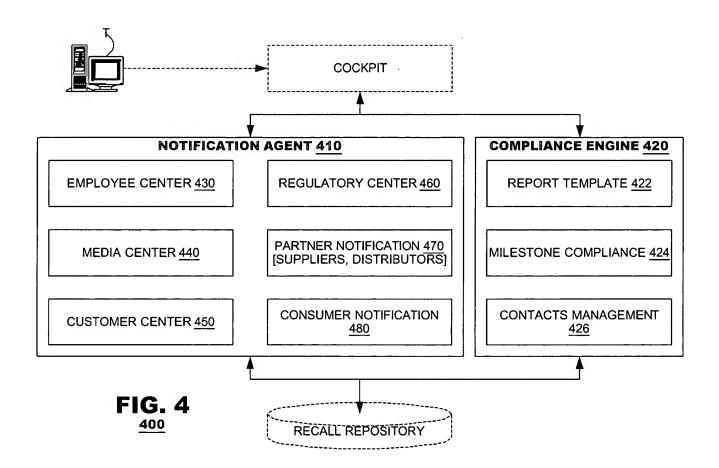
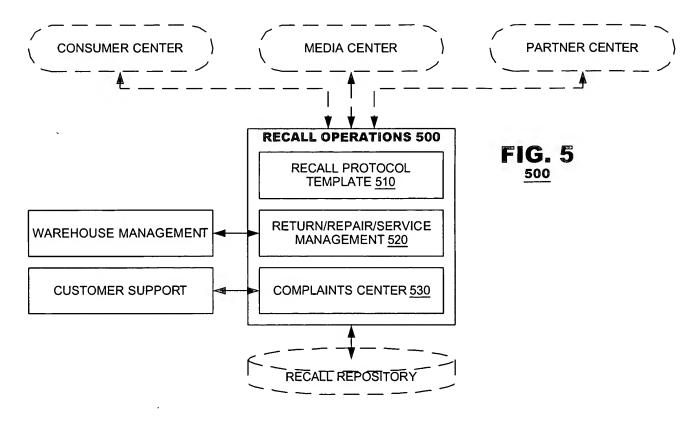


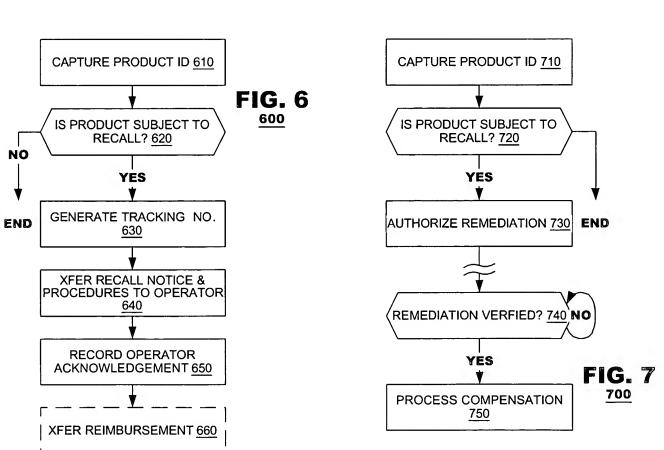
FIG. 1











DEFECT RESOLUTION MONITOR

ROOT CAUSE ANALYZER 810

DEFECT MONITOR 820

FIG. 8

RESOLUTION SERVICES 830

	FIG. 9	ROOT CAUSE ANALYSIS	DEFECT MONITORING	DATA EXCHANGE	LOGISTICS IMPROVEMENT
MANUFACTURER	CONSUMERS				 REVISED
	DISTRIBUTORS	DIST. PROCESS		DIST. GAPS	
	SERVICE	SERVICE PROCESS		 SERVICE GAPS	
	SALES				
	TESTING	TEST RESULTS	 ADDITIONAL TESTING	 TEST RESULTS	
	PRODUCTION	PROD. PROCESS	 QUALITY IMPROVEM'TS		 REV'D PROD. INFLOW
	RECALL TEAM				
	SUPPLIERS	SUPPLY PROCESS	 REVAMPED SUPPLY	 SUPPLY ERRORS	 REVISED SUPPLY
	AGENCIES	AGENCY DATA		 MONITORING	
	MEDIA				

